

CABLE TELEVISION COMPLAINT FORM

Name _____ Date _____
Address _____ Time of day _____
Home Phone _____ Work Phone _____

Telephone Answering ☐ Can't Reach ☐ No Return Call ☐ Long Hold How long hold?

☐ Courteous ☐ uncourteous ☐ Helpful CSR ☐ CSR unhelpful

A. INSTALLATION PROBLEM

1. ☐ Wants to Order Cable
2. ☐ Missed Appointment
3. ☐ Damage/Poor Work
4. ☐ Equipment Malfunction
5. ☐ Bad Picture
6. ☐ Method of Wiring
7. ☐ Installer
8. ☐ Vandalism/Theft
9. ☐

B. SERVICE PROBLEM

1. ☐ Request for Repair
2. ☐ Missed Appointment
3. ☐ Wire down/Move wire
4. ☐ Converter Problem
5. ☐ Bad Picture
6. ☐ Disconnect(ed)
7. ☐ Reconnect (desires)
8. ☐ Vandalism/Theft
9. ☐ Additional outlet
10. ☐ Upgrade/Downgrade Service
11. ☐ _____

C. BILLING PROBLEM

1. ☐ Error/Overcharge
2. ☐ Rate Question
3. ☐ Refund Not Received
4. ☐ Converter Not Picked Up
5. ☐ Converter Not Delivered
6. ☐ Disconnected for Non-Pay
7. ☐ Cancelled, Still Receiving Bills
8. ☐ Payment Not Credited
9. ☐ Upgrade/Downgrade Not Credited
10. ☐

D. CONSTRUCTION PROBLEM

1. ☐ Area Not Wired For Service
2. ☐ Damage To Property/Poor Work
3. ☐ Wire on Non-subscriber Property
4. ☐ Cable Down/Too Low
5. ☐ Method of Wiring
6. ☐ Unsafe Condition
7. ☐ _____

E. EMPLOYMENT PROBLEM

1. ☐ Employee Rudeness To Customer
2. ☐ Technicians In The Field
3. ☐

F. OUTAGE

1. ☐ First Noticed Finally Restored

G. MISCELLANEOUS

1. ☐ Programming Content/Complaint
2. ☐ Program Backouts/Syndex
3. ☐ Advertising/Marketing
4. ☐

APPOINTMENT DATES MISSED _____

CHANNELS AFFECTED _____

PREVIOUS REPAIRS _____

SINGLE FAMILY_____ MULTI-FAMILY DWELLING_____

DESCRIPTION OF COMPLAINT

This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be from a notebook or a standard sheet of stationery. There is no handwriting or other markings on the page.